

Subject: All CPF E-mail - AFPC/DPC Call Centers Closed 26 Dec 03 and 2 Jan 04
Sent: Tuesday, 16 December 2003

President Bush, by Executive Order signed 9 Dec 03, has ordered that all executive branch departments and agencies of the Federal Government be closed and their employees excused from duty on Friday, 26 Dec 03, the day after Christmas Day. Additionally, the Air Force Personnel Center (AFPC) Commander designated 2 Jan 04 as "Family Day" to recognize the importance of the family unit. As a result, Benefits and Entitlements Service Team (BEST) Counselors and the Recruitment Service Center employees will be afforded the opportunity to take advantage of the additional holiday on 26 Dec 03 and to take leave on 2 Jan 04. Although employees will not have access to Benefit Counselors, they will be able to access the WWW (<http://www.afpc.randolph.af.mil/dpc/best/menu.htm>) and the BEST automated phone system (1-800-997-2378 or commercial 527-2378 within the San Antonio TX area) to conduct any business the automated system allows. In addition, the Recruitment Service Center customer representatives will not be available; however, applicants may access the employment homepage (www.afpc.randolph.af.mil/afjobs) or the automated phone system (external 1-800-699-4473 or internal 1-800-997-2378) to access vacancy announcements, self-nominate, or submit resumes. If calling within the San Antonio TX area, applicants will call commercial 527-2377 (external) and 527-2378 (internal).

We will have a voiced message on the system that will alert employees and applicants right away that counselors and customer representatives are not available.

On behalf of the entire AFPC team, we wish you and your staff a safe and happy holiday season.

Chief, Special Operations Division
AFPC/DPCM